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Salt Lake City, Utah 84111

November 20, 2013

VIA OVERNIGHT DELIVERY

Idaho Public Utilities Commission
472 West Washington Street
Boise ID 83720

Attention: Jean Jewell, Commission Secretary

RE: Service Standards Report Submitted Pursuant to Case No. PAC-E-05-08
Merger Commitment: I 19

Please find enclosed Rocky Mountain Power's mid-year report for the period January 1, 2013 through June 30, 2013 detailing Rocky Mountain Power's performance in meeting the service standards approved in the above docket.

If you have any questions or require further information, please call me at (503) 331-4306.

Sincerely,

Barbara Coughlin, Director
Customer and Regulatory Liaison

Cc: Beverly Barker - Idaho Public Utilities Commission

Enclosure



**ROCKY MOUNTAIN
POWER**

A DIVISION OF PACIFICORP

IDAHO

SERVICE QUALITY

REVIEW

January 1 – June 30, 2013

Report

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EXECUTIVE SUMMARY

Rocky Mountain Power has a number of Customer Service Standards and Service Quality Measures with performance reporting mechanisms currently in place. These standards and measures define Rocky Mountain Power's target performance (both personnel and network reliability performance) in delivering quality customer service. The Company developed these standards and measures using industry standards (to the extent they exist) for collecting and reporting performance data. In some cases, Rocky Mountain Power has decided to exceed these industry standards. In other cases, largely where the industry has no established standards, Rocky Mountain Power has developed metrics, targets and reporting. These standards and measures can be used over time, both historically and prospectively, to measure the service quality delivered to our customers.

1 SERVICE STANDARDS PROGRAM SUMMARY¹

1.1 Idaho Customer Guarantees

<u>Customer Guarantee 1:</u> Restoring Supply After an Outage	The Company will restore supply after an outage within 24 hours of notification with certain exceptions as described in Rule 25.
<u>Customer Guarantee 2:</u> Appointments	The Company will keep mutually agreed upon appointments, which will be scheduled within a two-hour time window.
<u>Customer Guarantee 3:</u> Switching on Power	The Company will switch on power within 24 hours of the customer or applicant's request, provided no construction is required, all government inspections are met and communicated to the Company and required payments are made. Disconnections for nonpayment, subterfuge or theft/diversion of service are excluded.
<u>Customer Guarantee 4:</u> Estimates For New Supply	The Company will provide an estimate for new supply to the applicant or customer within 15 working days after the initial meeting and all necessary information is provided to the Company.
<u>Customer Guarantee 5:</u> Respond To Billing Inquiries	The Company will respond to most billing inquiries at the time of the initial contact. For those that require further investigation, the Company will investigate and respond to the Customer within 10 working days.
<u>Customer Guarantee 6:</u> Resolving Meter Problems	The Company will investigate and respond to reported problems with a meter or conduct a meter test and report results to the customer within 10 working days.
<u>Customer Guarantee 7:</u> Notification of Planned Interruptions	The Company will provide the customer with at least two days' notice prior to turning off power for planned interruptions.

Note: See Rules for a complete description of terms and conditions for the Customer Guarantee Program.

¹ On June 29, 2012, in Docket PAC-E-12-02 and Order 32583, the Commission ordered that Rocky Mountain Power had delivered upon commitments it made in pursuant to the MidAmerican transaction in PAC-E-05-08 and Order 29998. The Commission also ordered the acceptance of modifications to the Service Standards Program proposed by Rocky Mountain Power, as shown on Page 4 of 15.

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1.2 Idaho Performance Standards

<u>Network Performance Standard 1:</u> Report System Average Interruption Duration Index (SAIDI)	The Company will report Total, Underlying, and Controllable SAIDI and identify annual Underlying baseline performance targets for the reporting period. For actual performance variations from baseline, explanations of performance will be provided. The Company will also report rolling twelve month performance for Controllable, Non-Controllable and Underlying distribution events.
<u>Network Performance Standard 2:</u> Report System Average Interruption Frequency Index (SAIFI)	The Company will report Total, Underlying, and Controllable SAIFI and identify annual Underlying baseline performance targets for the reporting period. For actual performance variations from baseline, explanations of performance will be provided. The Company will also report rolling twelve month performance for Controllable, Non-Controllable and Underlying distribution events.
<u>Network Performance Standard 3:</u> Improve ² Under-Performing Areas	Annually the Company will select at least one underperforming area based upon a reliability performance indicator ³ (RPI). Within five years after selection the Company will reduce the RPI by an average of 10% for the areas selected in a given year. The Company will identify the criteria used for determining these areas and the plans ⁴ to address them.
<u>Network Performance Standard 4:</u> Supply Restoration	The Company will restore power outages due to loss of supply or damage to the distribution system within three hours to 80% of customers on average.
<u>Customer Service Performance Standard 5:</u> Telephone Service Level	The Company will answer 80% of telephone calls within 30 seconds. The Company will monitor customer satisfaction with the Company's Customer Service Associates and quality of response received by customers through the Company's eQuality monitoring system.
<u>Customer Service Performance Standard 6:</u> Commission Complaint Response / Resolution	The Company will a) respond to at least 95% of non-disconnect Commission complaints within three working days and will b) respond to at least 95% of disconnect Commission complaints within four working hours, and will c) resolve 95% of informal Commission complaints within 30 days.

Note:

- Performance Standards 1, 2 & 4 are for underlying performance days and exclude those classified as Major Events.

² When in the future, the Company discovers that marginal improvement costs outweigh marginal improvement benefits, the Company can propose modifications to the Performance Standards Program to recognize that maintaining performance levels is appropriate.

³ Reliability performance indicators (RPI) will be calculated by aggregating customer transformer level SAIDI, SAIFI, and MAIFI, and are exclusive of major events as calculated by IEEE 1366-2012; they are a modification to the Company's historic CPI. RPI excludes breaker lockout events.

⁴ Prospectively, the Company will work with Commission Staff to determine methods to report the target area performance and cost-benefit results.

IDAHO**1.3 Reliability Definitions**

This section will define the various terms used when referring to interruption types, performance metrics and the internal measures developed to meet its performance plans.

Interruption Types

Below are the definitions for interruption events. For further details, refer to IEEE 1366-2003/2012⁵ Standard for Reliability Indices.

Sustained Outage

A sustained outage is defined as an outage greater than 5 minutes in duration.

Momentary Outage Event

A momentary outage event is defined as an outage equal to or less than 5 minutes in duration. Rocky Mountain Power historically captured this data using substation breaker fault counts, but where SCADA (Supervisory Control and Data Acquisition) exists, uses this data to calculate consistent with IEEE 1366-2003/2012.

Reliability Indices***SAIDI***

SAIDI (system average interruption duration index) is an industry-defined term to define the average duration summed for all sustained outages a customer experiences in a given period. It is calculated by summing all customer minutes lost for sustained outages (those exceeding 5 minutes) and dividing by all customers served within the study area. When not explicitly stated otherwise, this value can be assumed to be for a one-year period.

Daily SAIDI

In order to evaluate trends during a year and to establish Major Event Thresholds, a daily SAIDI value is often used as a measure. This concept was introduced in IEEE Standard 1366-2003. This is the day's total customer minutes out of service divided by the static customer count for the year. It is the total average outage duration customers experienced for that given day. When these daily values are accumulated through the year, it yields the year's SAIDI results.

SAIFI

SAIFI (system average interruption frequency index) is an industry-defined term that attempts to identify the frequency of all sustained outages that the average customer experiences during a given period. It is calculated by summing all customer interruptions for sustained outages (those exceeding 5 minutes in duration) and dividing by all customers served within the study area.

CAIDI

CAIDI (customer average interruption duration index) is an industry-defined term that is the result of dividing the duration of the average customer's sustained outages by frequency of outages for that average customer. While the Company did not originally specify this metric under the umbrella of the Performance Standards Program within the context of the Service Standards Commitments, it has since been determined to be valuable for reporting purposes. It is derived by dividing PS1 (SAIDI) by PS2 (SAIFI).

MAIFI_E

MAIFI_E (momentary average interruption event frequency index) is an industry-defined term that attempts to identify the frequency of all momentary interruption events that the average customer experiences during a given time-frame. It is calculated by counting all momentary interruptions which

⁵ IEEE 1366-2003/2012 was first adopted by the IEEE Commissioners on December 23, 2003. The definitions and methodology detailed therein are now industry standards, which have since been affirmed in recent balloting activities.

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occur within a 5 minute time period, as long as the interruption event did not result in a device experiencing a sustained interruption. This sequence of events typically occurs when the system is trying to re-establish energy flow after a faulted condition, and is associated with circuit breakers or other automatic reclosing devices.

CEMI

CEMI is an acronym for Customers Experiencing Multiple (Sustained and Momentary) Interruptions. This index depicts repetition of outages across the period being reported and can be an indicator of recent portions of the system that have experienced reliability challenges. This metric is used to evaluate customer-specific reliability.

CPI99

CPI99 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages. The variables and equation for calculating CPI are:

$$\text{CPI} = \text{Index} * ((\text{SAIDI} * \text{WF} * \text{NF}) + (\text{SAIFI} * \text{WF} * \text{NF}) + (\text{MAIFI} * \text{WF} * \text{NF}) + (\text{Lockouts} * \text{WF} * \text{NF}))$$

Index: 10.645

SAIDI: Weighting Factor 0.30, Normalizing Factor 0.029

SAIFI: Weighting Factor 0.30, Normalizing Factor 2.439

MAIFI: Weighting Factor 0.20, Normalizing Factor 0.70

Lockouts: Weighting Factor 0.20, Normalizing Factor 2.00

Therefore, $10.645 * ((3\text{-year SAIDI} * 0.30 * 0.029) + (3\text{-year SAIFI} * 0.30 * 2.439) + (3\text{-year MAIFI} * 0.20 * 0.70) + (3\text{-year breaker lockouts} * 0.20 * 2.00)) = \text{CPI Score}$

CPI05

CPI05 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. Unlike CPI99 it includes Major Event and Loss of Supply or Transmission outages. The calculation of CPI05 uses the same weighting and normalizing factors as CPI99.

RPI

RPI is an acronym for Reliability Performance Indicator, which measures reliability performance on a specific segment of a circuit to identify underperforming circuit segments rather than measuring performance of the whole circuit. This is the company's refinement to its historic CPI.

Performance Types & Commitments

Rocky Mountain Power recognizes two categories of performance: underlying performance and major events. Major events represent the atypical, with extraordinary numbers and durations for outages beyond the usual. Ordinary outages are incorporated within underlying performance. These types of events are further defined below.

Major Events

A Major Event is defined as a 24-hour period where SAIDI exceeds a statistically derived threshold value, Reliability Standard IEEE 1366-2003/2012.

Underlying Events

Within the industry, there has been a great need to develop methodologies to evaluate year-on-year performance. This has led to the development of methods for segregating outlier days, via the approaches described above. Those days that fall below the statistically derived threshold represent "underlying" performance and are valid (with some minor considerations for changes in reporting practices) for establishing and evaluating meaningful performance trends over time.

2 RELIABILITY PERFORMANCE

During the reporting period, the Company experienced underlying interruption duration (SAIDI) and interruption frequency (SAIFI) results that were better than plan. Performance results for Idaho underlying performance can be seen in subsections 2.1 and 2.2 below.

Two events during the reporting period met the Company's Idaho major event threshold level⁶ for an exclusion of 67state SAIDI minutes from underlying performance results.

MAJOR EVENTS		
DATE	EVENT SAIDI	PRIMARY CAUSE
1/14/2013	43	Loss of Substation (storm)
4/29/2013	24	Windstorm
TOTAL	67	

Major Event General Descriptions

- On January 14, 2013, a loss of supply event occurred to a transmission line between Ricks Junction and St. Anthony; this was due to a broken conductor, and resulted in loss of power to Rocky Mountain Power ("Company") customers served by Moody, Canyon Creek, Newdale, St. Anthony, Ashton, Targhee, Sugar City, and Rexburg substations. Twenty-eight circuits experienced sustained interruptions, affecting 47% of the Company's Rexburg customers (20% of its Idaho customers).
- On April 29, 2013, strong winds caused damage to Rocky Mountain Power's facilities resulting in significant outages to its customers in Idaho due to poles and conductor falling, airborne objects blown into facilities, pole fires, and high winds whipping lines into other lines or vegetation. In addition, a circuit breaker at Goshen substation failed catastrophically, accounting for about a third of the total event customer minutes lost. Twenty-six substations and 42 circuits experienced sustained interruptions, affecting 41% of the Company's Shelley customers (16% of its Idaho customers). Facilities replacement included one distribution pole and 6 crossarms.

⁶ In 2005, the Company adopted via its Service Standard Program filing, the use of IEEE 1366-2003, wherein a statistically based threshold for a Major Event Day is developed. At the time of the development of the Merger Commitment targets and pre-merger baselines, it was estimated that approximately 39 SAIDI minutes and 0.4 SAIFI events were embedded in these metrics. The charts included do not reflect the exclusion of these minutes.

Four significant event days⁷ were recorded, which account for 18.5 SAIDI minutes, about 25% of the reporting period's underlying 74 SAIDI minutes. Significant event days add substantially to year on year cumulative performance results. Fewer counts of significant event days generally result in better reliability, while more significant event days generally mean poorer reliability results.

SIGNIFICANT EVENTS			
DATE	EVENT SAIDI	PERCENT OF SEMIANNUAL SAIDI (74)	PRIMARY CAUSE
1/29/2013	4	5%	Vehicle, Equipment
3/6/2013	4	6%	Loss of substation
4/8/2013	5	6%	Loss of transmission
6/29/2013	6	8%	Substation testing
TOTAL	19	25%	

Significant Event General Descriptions

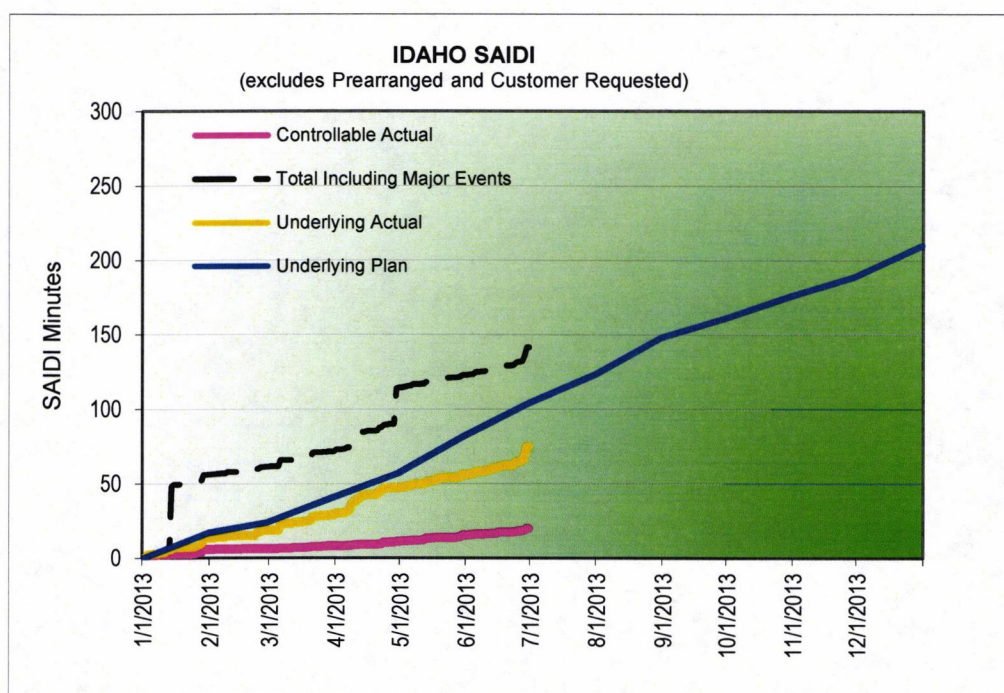
- 1/29/2013: Lava 11 broken insulator pin burned crossarm; Shelley 13 car hit pole, wire down
- 3/6/2013: Loss of Ammon substation due to 2 poles down on Goshen-Ammon 69kV; Rigby 12 due to pole fire on transmission pole with distribution underbuild
- 4/8/2013: Loss of transmission due to storm with 2 poles down on Jefferson-Osgood 69kV
- 6/29/2013: Emergency damage repair Winsper 21 and 22, deenergized substation for testing, installed mobile

⁷ On a trial basis, the Company established a variable of 1.75 times the standard deviation of its natural log SAIDI results.

2.1 System Average Interruption Duration Index (SAIDI)

Throughout the reporting period, the Company's underlying interruption duration performance tracked significantly better than plan.

IDAHO	January 1 through June 30, 2013		
	SAIDI Actual	2013 SAIDI Plan thru June	2013 SAIDI Plan
Underlying	74	104	210
Controllable	20	-	-



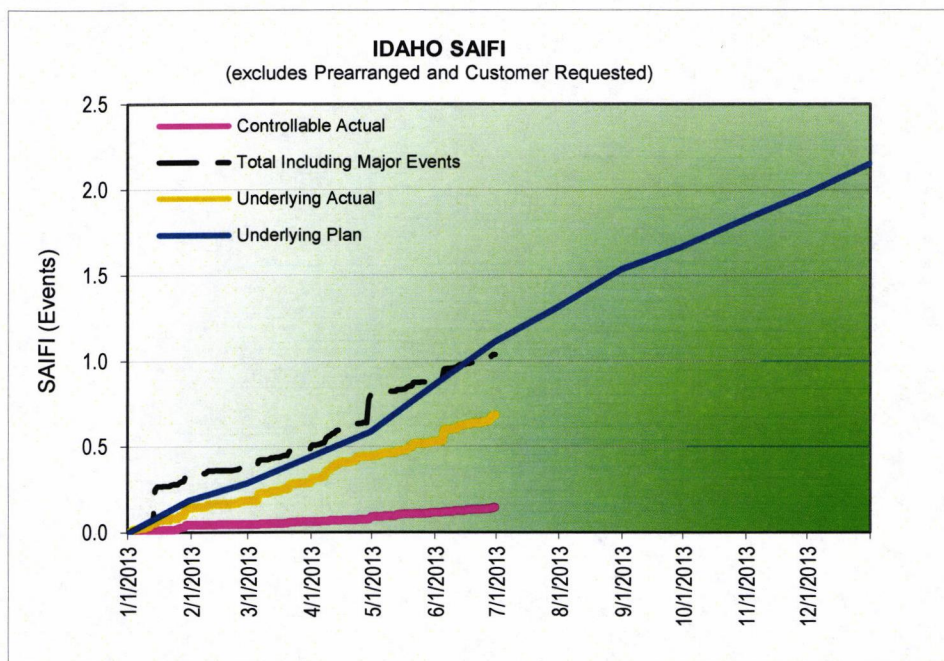
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2.2 System Average Interruption Frequency Index (SAIFI)

Throughout the reporting period, the Company's underlying interruption frequency performance tracked significantly better than plan.

IDAHO	January 1 through June 30, 2013		
	SAIFI Actual	2013 SAIFI Plan thru June	2013 SAIFI Plan
Underlying	0.68	1.11	2.15
Controllable	0.15	-	-

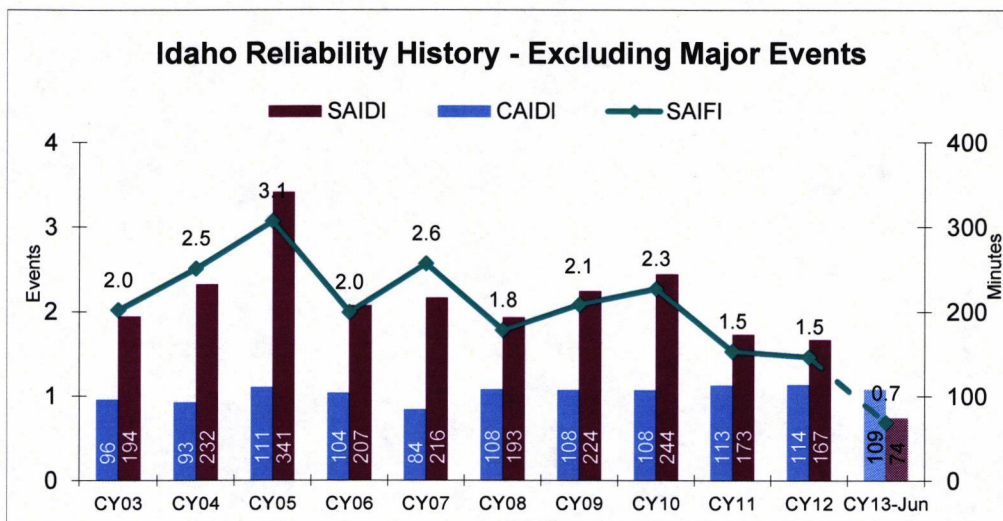
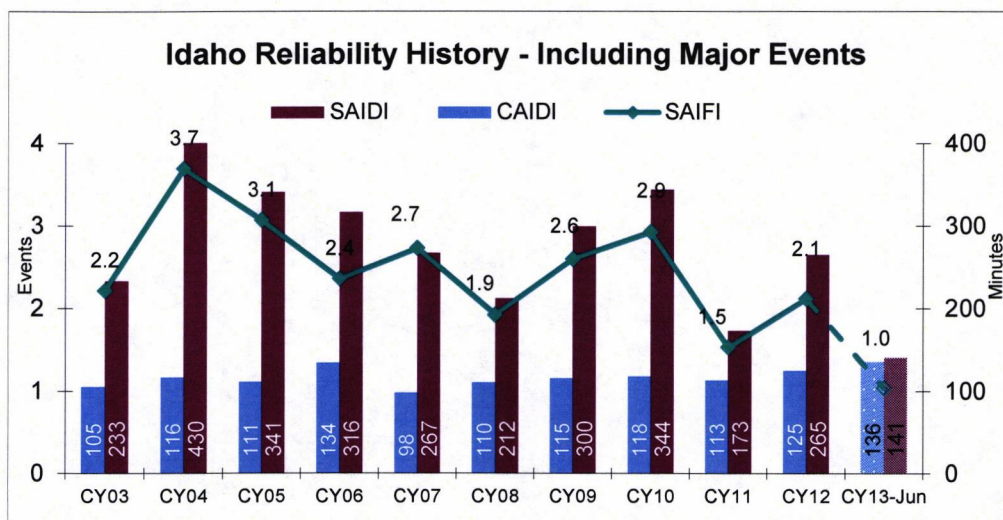


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2.3 Reliability History

Depicted below is the history of reliability in Idaho. In 2002, the Company implemented an automated outage management system which provided the background information from which to engineer solutions for improved performance. Since the development of this foundational information, the Company has been in a position to improve performance, both in underlying and in extreme weather conditions. These improvements have included the application of geospatial tools to analyze reliability, development of web-based notifications when devices operate more than optimal, focus on operational responses via CAIDI metric analysis, in addition to feeder hardening programs when specific feeders have significantly impacted reliability performance.



2.4 Cause Code Analysis

The tables and charts below show the total customer minutes lost by cause and the total sustained interruptions by cause. The charts show each cause category's role in performance results and illustrate that certain types of outages account for a high amount of customer minutes lost but are infrequent, while others tend to be more frequent but account for few customer minutes lost. Following the charts is a table of cause categories with direct cause definitions and examples.

Note that the Underlying cause analysis table includes prearranged outages (*Customer Requested* and *Customer Notice Given* line items) with subtotals for their inclusion, while the grand totals in the table exclude these prearranged outages so that grand totals align with reported SAIDI and SAIFI metrics for the period. However, for ease of charting, the pie charts reflect the rollup-level cause category rather than the detail-level direct cause within each category. Therefore, the pie charts for Underlying include prearranged causes (listed within the *Planned* category). Following the pie charts, a table of definitions provides descriptive examples for each direct cause category.

2.4.1 Underlying Cause Analysis Table

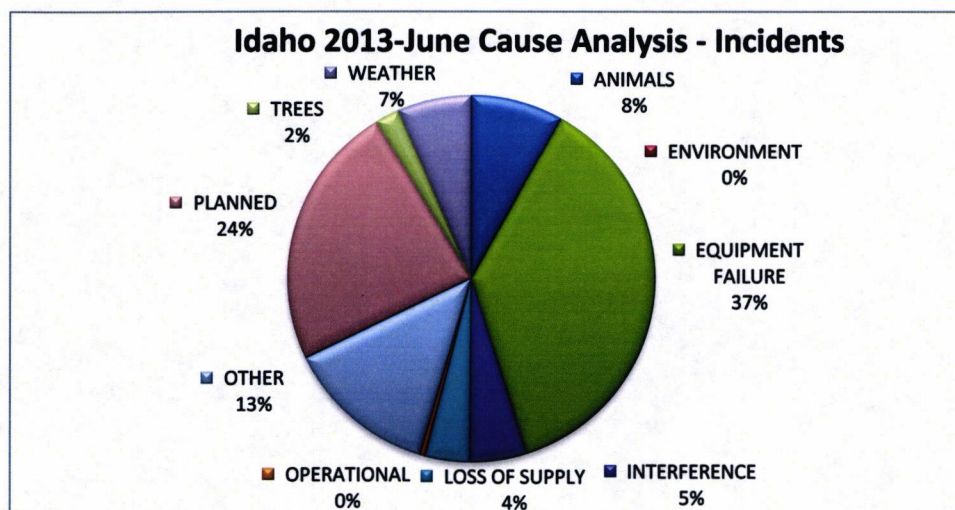
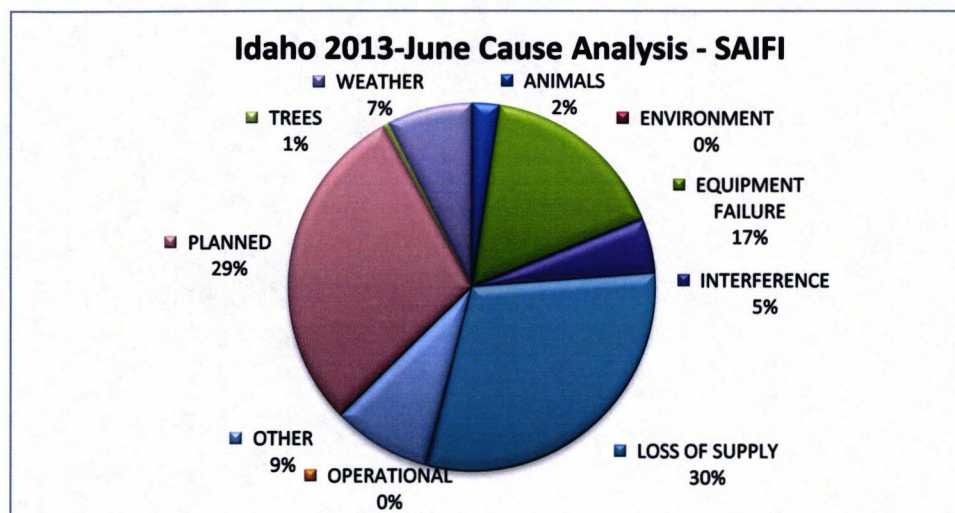
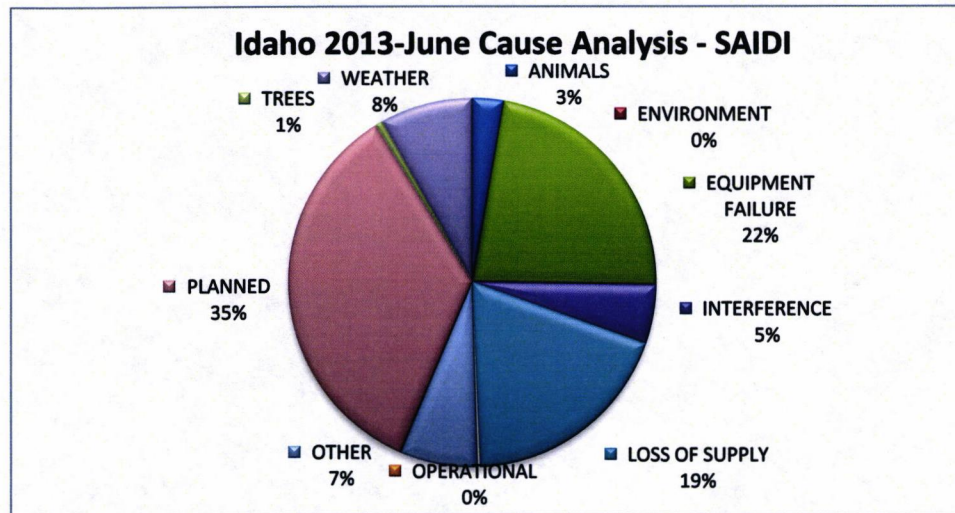
IDAHO CAUSE ANALYSIS - 2013 through June				
Direct Cause Category	Direct Cause	Customer Minutes Lost for Incident	Customers In Incident Sustained	Sustained Incident Count
ANIMALS	ANIMALS	152,938	846	86
	BIRD MORTALITY (NON-PROTECTED SPECIES)	4,562	103	14
	BIRD MORTALITY (PROTECTED SPECIES) (BMTS)	4,498	29	5
	BIRD NEST (BMTS)	2,357	16	6
	BIRD SUSPECTED, NO MORTALITY	25,754	389	11
ENVIRONMENT	FIRE/SMOKE (NOT DUE TO FAULTS)	0	0	1
EQUIPMENT FAILURE	B/O EQUIPMENT	230,930	1,905	122
	DETERIORATION OR ROTTING	1,018,838	6,271	416
	OVERLOAD	1,196	9	5
	POLE FIRE	310,174	1,487	13
INTERFERENCE	DIG-IN (NON-PACIFICORP PERSONNEL)	9,363	37	19
	OTHER INTERFERING OBJECT	67,073	410	10
	OTHER UTILITY/CONTRACTOR	31,134	680	4
	VANDALISM OR THEFT	747	7	1
	VEHICLE ACCIDENT	249,805	1,685	41
LOSS OF SUPPLY	LOSS OF SUBSTATION	364,582	6,138	9
	LOSS OF TRANSMISSION LINE	949,164	11,381	50
OPERATIONAL	FAULTY INSTALL	65	1	1
	IMPROPER PROTECTIVE COORDINATION	13,285	48	2
	INCORRECT RECORDS	342	4	4
OTHER	OTHER, KNOWN CAUSE	38,058	497	23
	UNKNOWN	436,706	4,580	178
PLANNED	CONSTRUCTION	157,893	534	17
	CONSTRUCTION SCHEDULED SWITCHING	26,878	13	24
	CUSTOMER NOTICE GIVEN	1,266,516	6,398	54
	CUSTOMER REQUESTED	13,199	134	109
	EMERGENCY DAMAGE REPAIR	793,321	8,268	137
	INTENTIONAL TO CLEAR TROUBLE	6,948	207	5
	TRANSMISSION REQUESTED	154,228	1,513	8
TREES	TREE - NON-PREVENTABLE	28,693	214	31
	TREE - TRIMMABLE	14,581	92	1
WEATHER	ICE	51	1	1
	LIGHTNING	115,503	1,588	32
	SNOW, SLEET AND BLIZZARD	3,926	29	6
	WIND	445,661	2,754	59
IDAHO INCLUDING PREARRANGED		6,938,968	58,268	1,505
IDAHO UNDERLYING		5,632,375	51,736	1,342
IDAHO SAIDI SAIFI		74	0.68	

Note: Direct Causes are not listed if there were no outages classified within the cause during the reporting period.

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2.4.2 Cause Category Analysis Charts



Cause Category	Description and Examples
Environment	Contamination or Airborne Deposit (i.e. salt, trona, ash, other chemical dust, sawdust, etc.); corrosive environment; flooding due to rivers, broken water main, etc.; fire/smoke related to forest, brush or building fires (not including fires due to faults or lightning).
Weather	Wind (excluding windborne material); snow, sleet or blizzard; ice; freezing fog; frost; lightning.
Equipment Failure	Structural deterioration due to age (incl. pole rot); electrical load above limits; failure for no apparent reason; conditions resulting in a pole/cross arm fire due to reduced insulation qualities; equipment affected by fault on nearby equipment (i.e. broken conductor hits another line).
Interference	Willful damage, interference or theft; such as gun shots, rock throwing, etc; customer, contractor or other utility dig-in; contact by outside utility, contractor or other third-party individual; vehicle accident, including car, truck, tractor, aircraft, manned balloon; other interfering object such as straw, shoes, string, balloon.
Animals and Birds	Any problem nest that requires removal, relocation, trimming, etc; any birds, squirrels or other animals, whether or not remains found.
Operational	Accidental Contact by PacifiCorp or PacifiCorp's Contractors (including live-line work); switching error; testing or commissioning error; relay setting error, including wrong fuse size, equipment by-passed; incorrect circuit records or identification; faulty installation or construction; operational or safety restriction.
Loss of Supply	Failure of supply from Generator or Transmission system; failure of distribution substation equipment.
Planned	Transmission requested, affects distribution sub and distribution circuits; Company outage taken to make repairs after storm damage, car hit pole, etc.; construction work, regardless if notice is given; rolling blackouts.
Trees	Growing or falling trees
Other	Cause Unknown; use comments field if there are some possible reasons.

2.5 Improve Worst Performing Circuits or Areas by Target Amount

In 2012 the Company modified its program with regards to selecting areas for improvement. Delivery of tools has allowed more targeted improvement areas. As a result, the Service Standard Program was modified to reflect this change. Prior to 2012, the company selected circuits as its most granular improvement focus; since then, groupings of service transformers are selected.

Circuit Performance Improvement (prior to 12/31/2011)

On a routine basis, the Company reviews circuits for performance. One measure that it uses is called circuit performance indicator (CPI), which is a blended weighting of key reliability metrics covering a three-year period. The higher the number, the poorer the blended performance the circuit is delivering. As part of the Company's Performance Standards Program, it annually selects a set of Worst Performing Circuits for targeted improvement. The improvement projects are generally completed within two years of selection. Within five years of selection, the average performance of the selection set must improve by at least 20% against baseline performance.

Reliability Performance Improvement (post 12/31/2011)

On an annual routine basis, the Company reviews areas for performance. Utilizing a new measure called reliability performance indicator (RPI), which is a blended weighting of key reliability metrics covering a three-year period, calculated at the service transformer, for controllable interruptions that were recorded at the service transformer. The higher the number, the poorer the blended performance the area is receiving. As part of the Company's Performance Standards Program, it annually selects Under-performing Areas for targeted improvement. The improvement projects are generally completed within two years of selection. Within five years of selection, the average performance of the selection set must improve by at least 10% against baseline performance.

IDAHO WORST PERFORMING CIRCUITS	BASELINE	STATUS	PERFORMANCE 6/30/2013
Circuit Performance Indicator 2005 (CPI⁰⁵) Method			
PROGRAM YEAR 12			
Grace 12	124	Projects in progress	152
Preston 13	102	Projects in progress	80
TARGET SCORE = 90	113		116
Region Performance Indicator 2012 (RPI¹²) Method			
PROGRAM YEAR 13 ⁸			
Mudlake 12	248	Underway	129
Goshen 13	100	Underway	124
TARGET SCORE = 157	174		127
PROGRAM YEAR 14			
Berenice 21 (Figure ID-1A-C)	290	Studies pending	
Malad 13 (Figure ID-2A-C)	122	Studies pending	
TARGET SCORE = 185	206		

(Improvement targets for circuits in Program Years 1 through 11 have been met and filed in prior reports.)

⁸ Program Year 13 scores (baseline and performance update) have been modified to reflect underlying performance, excluding loss of supply events.

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2.6 Geographic Outage History of Under-performing Areas

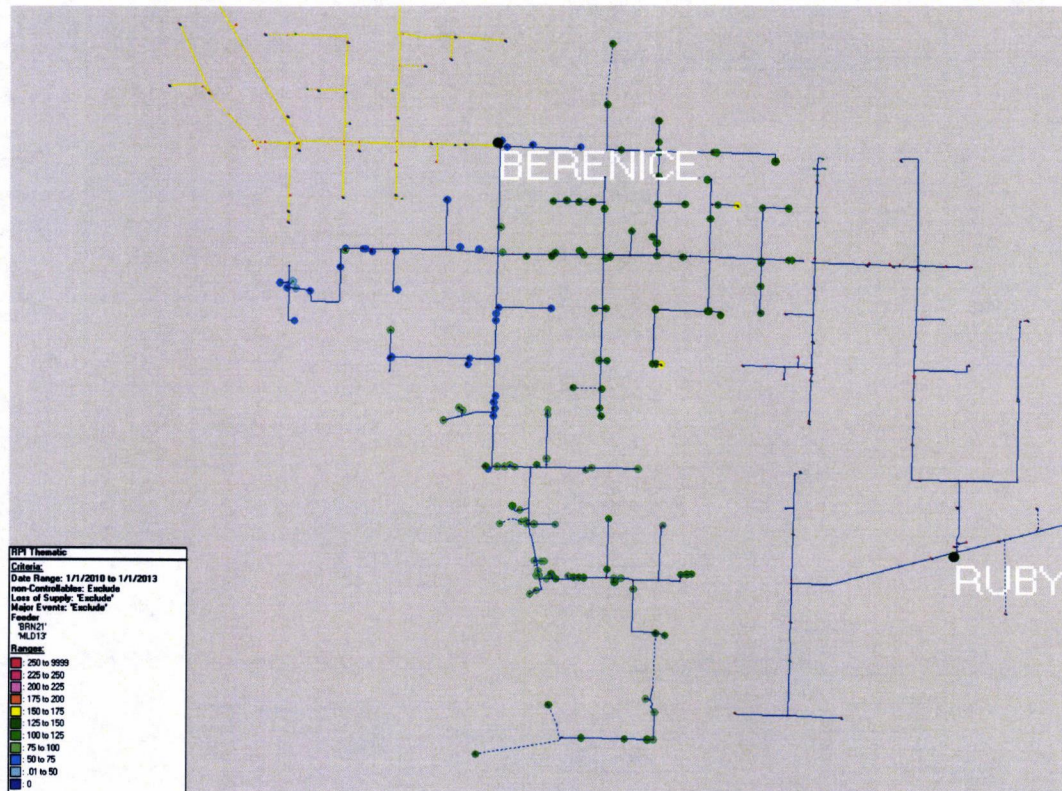


Figure ID-1A: Berenice 21 Controllable View

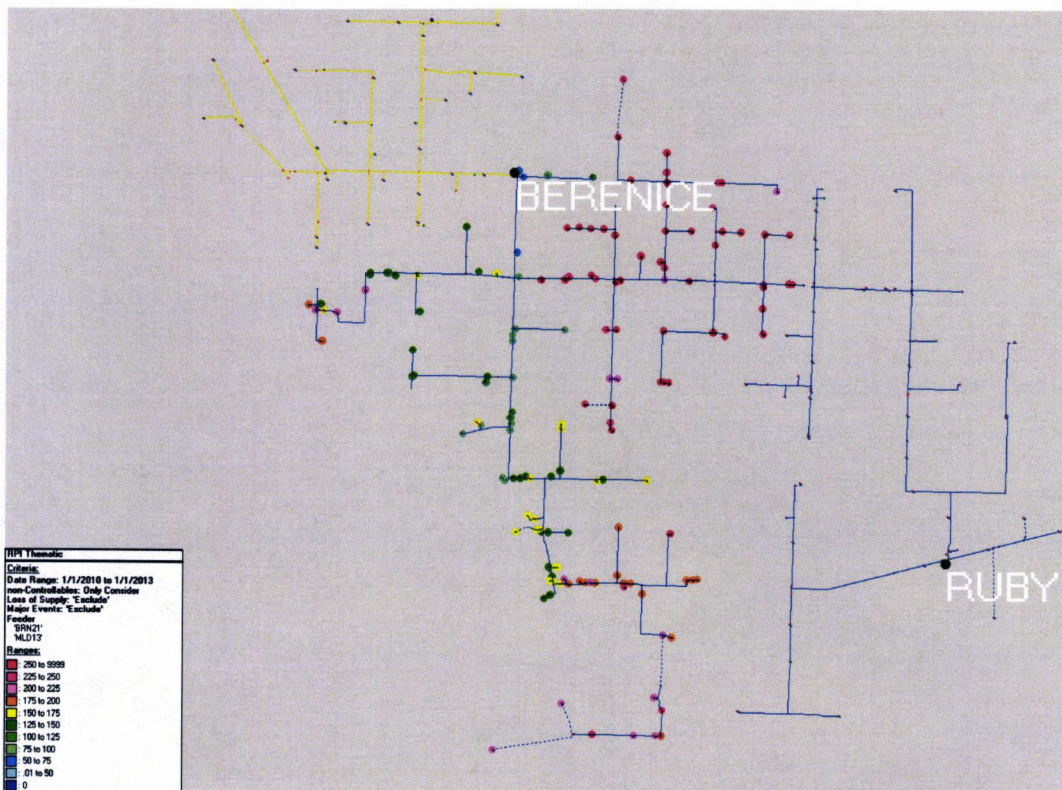


Figure 1B: Berenice 21 Non-Controllable View

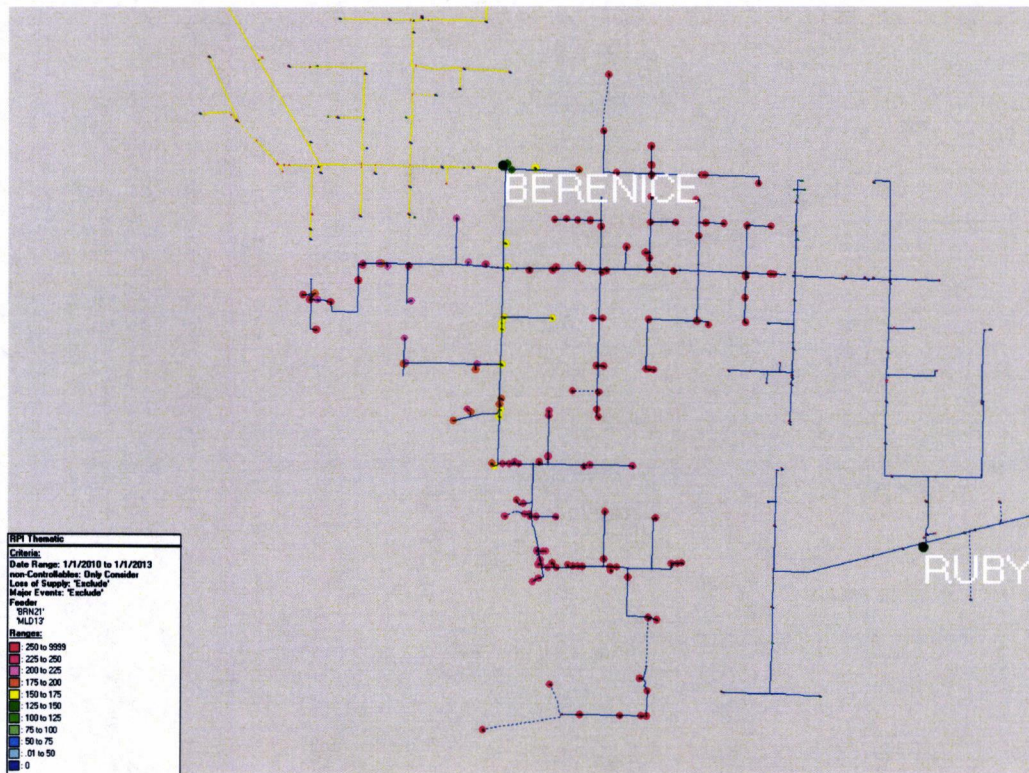


Figure 1C: Berenice 21 Underlying View excluding Loss of Supply

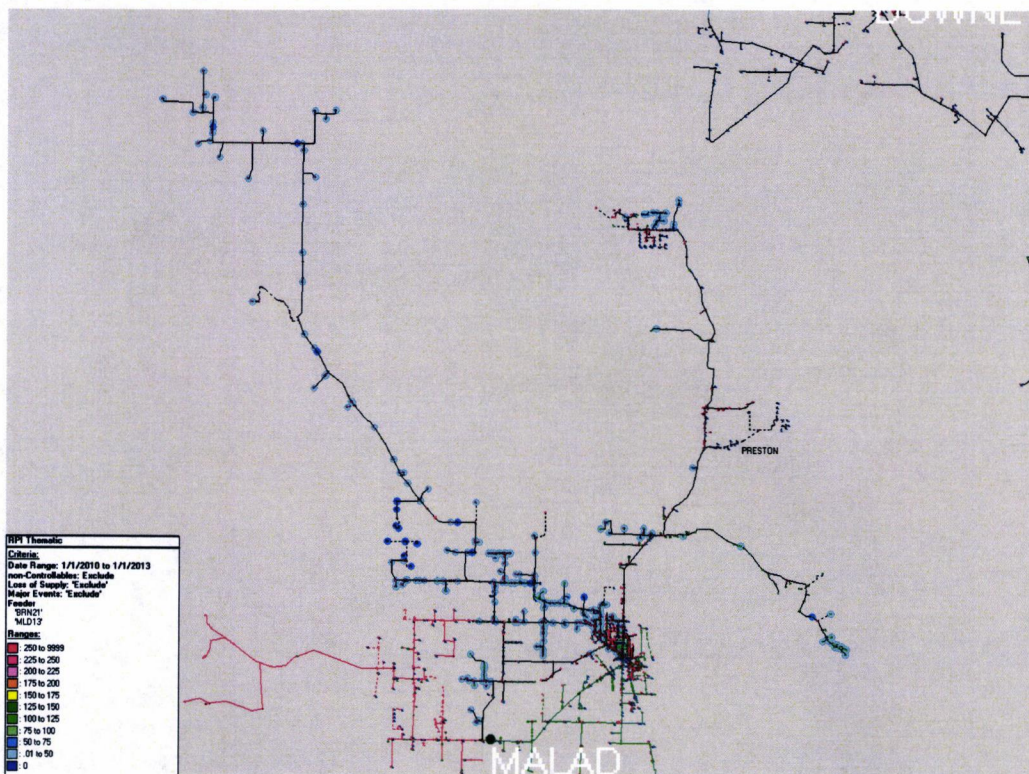


Figure 2A: Malad 13 Controllable View

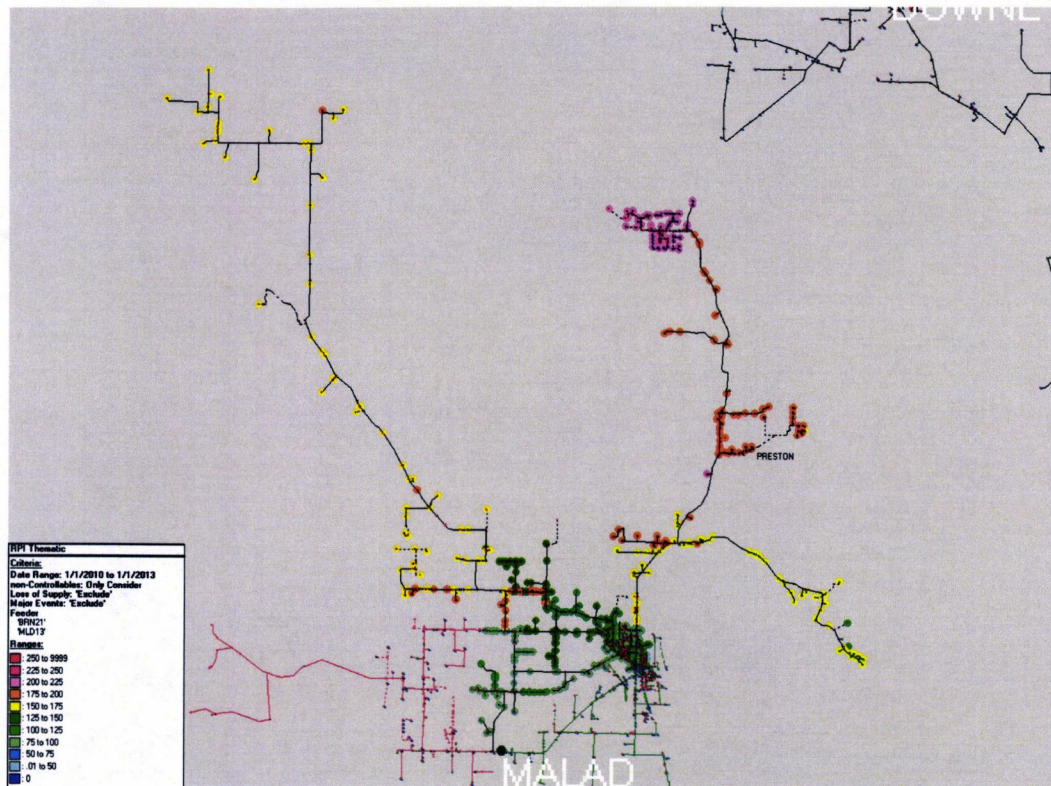


Figure 3B: Malad 13 Non-Controllable View

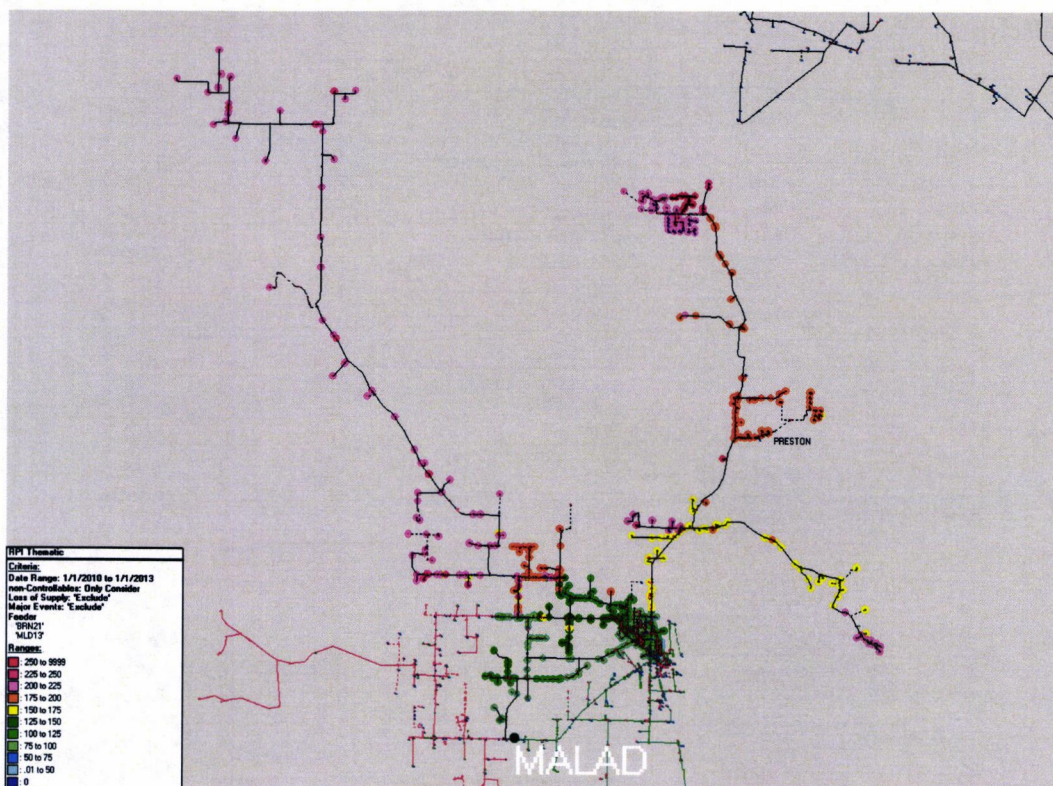


Figure 2C: Malad 13 Underlying View excluding Loss of Supply

2.7 Restore Service to 80% of Customers within 3 Hours

IDAHO RESTORATIONS WITHIN 3 HOURS					
January 1 – June 30, 2013 = 89%					
January	February	March	April	May	June
90%	87%	93%	88%	88%	89%
July	August	September	October	November	December

2.8 Telephone Service and Response to Commission Complaints

COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	80%
PS6a) Respond to commission complaints within 3 days	95%	100%
PS6b) Respond to commission complaints regarding service disconnects within 4 hours	95%	100%
PS6c) Resolve commission complaints within 30 days	95%	100%

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January – June 2013

3 CUSTOMER GUARANTEES PROGRAM STATUS

 customer*guarantees*

January to June 2013

Idaho

Description	2013				2012			
	Events	Failures	%Success	Paid	Events	Failures	%Success	Paid
CG1 Restoring Supply	51,239	0	100%	\$0	108,796	0	100%	\$0
CG2 Appointments	460	0	100%	\$0	882	1	99.9%	\$50
CG3 Switching on Power	412	0	100%	\$0	956	0	100%	\$0
CG4 Estimates	132	0	100%	\$0	250	0	100%	\$0
CG5 Respond to Billing Inquiries	279	1	99.6%	\$50	502	1	99.8%	\$50
CG6 Respond to Meter Problems	101	0	100%	\$0	146	0	100%	\$0
CG7 Notification of Planned Interruptions	5,533	5	99.9%	\$250	5,384	3	99.9%	\$150
	58,156	6	99.9%	\$300	116,916	5	99.9%	\$250

Major Events are excluded from the Customer Guarantees program.